

In this issue

- 2.....Poppy Fund donates \$125,000
- 3.....FunDFest happens January 18th
- 4.....Volunteer profile: Muriel Gilday
- 5.....Watercolour donated to C3
- 5.....Fanning Residents' Council holds Staff Appreciation Day
- 6.....Food Services gears up for new renal clients at Fanning
- 7.....Revenge of the microbes
- 9.....Tribute to Pat O'Connell
- 10.....Quality of life at end of life
- 11.....Grateful families give back
- 11.....ARAMARK cleans scorched pans

REMEMBRANCE DAY Heroes among us



Colonel Belcher resident and Veteran Helen Kozicky and Supportive Pathways Client Service Leader Marlene Collins share a warm moment at a ceremony marking Remembrance Day.

More than 400 Veterans, friends and families were in attendance to take part in the Remembrance Day service at Carewest Colonel Belcher, which included a Colour Guard, the University of Calgary Pipe Band and a lone bugler. The year 2005 marks the 60th anniversary of the end of the Second World War. Details on pages 2 and 3.

*Lynne Koziey
Communication Coordinator*

November 16th, 2005

FROM THE EXECUTIVE DIRECTOR

DALE
F O R B E S



REMEMBRANCE DAY

Poppy Fund gives Carewest \$125,000 for electric lifts

At the Colonel Belcher alone we have more than 135 Veterans from the Second World War, the Korean War, one peacekeeper and some spouses and relatives of veterans as part of our community of seniors.



Welcome to November, the pending arrival of winter and, more importantly, the marking of a very special day for Veterans.

Remembrance Day affords us the opportunity to take the time to honour those who served and died in war and the selfless sacrifices made by those men and women. This November 11th was especially significant as 2005 is the Year of the Veteran.

We take pride in the care we provide our residents and it's important that we recognize the contribution our Veteran population made to our country. At the Colonel Belcher alone we have more than 135 Veterans from the Second World War, the Korean War, one peacekeeper and some spouses and relatives of veterans as part of our community of seniors.

This year, the Colonel Belcher hosted its third Remembrance Day ceremony with more than 400 Veterans, friends and families in attendance. In addition to the service, wreaths were laid both at the ceremony and after at the Wall of Honour in the Legacy Garden, a lasting tribute with more than 3,200 bricks specially inscribed to honour veterans.

While Carewest's main Remembrance Day event was held at the Colonel Belcher, our other centres also held smaller services marking the day.

In further recognition of our Veterans, a special presentation attended by Lieutenant Governor **Normie Kwong** and Mayor **Dave Bronconnier** was held on October 29th at which the Poppy Fund presented Carewest with \$125,000 for 25 electric lifts. We are thankful to the members of the Royal Canadian Legion who made this generous donation possible – it will go a long way to improving the quality of life of our Veterans.

With Remembrance Day just behind us, let's not forget the excellent care we provide to our residents every day – in itself a way of honouring their many contributions made over the years.

Dale Forbes
Executive Director



Remembrance Day ceremony

*Colonel Belcher resident and Veteran Ted Lockert and wife Bernice,
and the University of Calgary Pipe Band.*



Join us for a spectacular black tie dinner
in the Crystal Ballroom at the
Fairmont Palliser Hotel.

Entertainment provided by:
The Heebee-Jeebees
The Dino Martinis

Co-Chairs: Donna & Gord Clark

Proceeds from Carewest FunDFest 2006
will support Quality of Life programming at
Carewest care centres. To date, this event
has raised over \$900,000.

For more information on sponsorship, tickets or
volunteering, please call (403) 943-0611
or visit www.thetrust.ca



VOLUNTEER PROFILE

muriel gilday



Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. Each of us has a story to tell and a difference to make. This month we profile Muriel Gilday, Carewest Dr. Vernon Fanning volunteer.

Nineteen thousand, three hundred and twenty-six.

That's how many hours **Muriel Gilday** has officially volunteered at Carewest Dr. Vernon Fanning. Double that number and you may get an idea of how much time she has *actually* donated.

If being President of the Fanning Volunteer Association and Volunteer Director of the Craft Group, working in the Fanning Resident Library, managing the white elephant donations and

hold sales as well as the Toggery donations, and organizing sales isn't enough, Muriel also spends countless hours at home making crafts for Carewest.

Yet she seems surprised that 16 years has passed since she first started volunteering at Fanning.

"It really amazes me. I just keep my hours down on a piece of paper and put them down once a week and I guess they do add up. My husband says they do," she laughs. "It doesn't seem like I've been here since 1989. It's gone fast, very quick. I like the good feeling I get from volunteering. All the people I work with are wonderful and the residents are good too."

Muriel can be found at the centre at least two full days a week, but, she says, "this is our busy time, so I could be here four days sometimes."

However, being busy doesn't concern this grandmother.

"I like to keep busy, I'm not a sitter," she says. "I hear so many people say 'I'm so bored and I don't know what to do with myself' and feel sorry for themselves and really ... there's no reason to feel sorry for yourself and be bored. I think you help yourself by getting out. It's sure better than sitting at home, I'd go nuts!"

Volunteer and Pastoral Care Coordinator **Debby Clegg** is also happy Muriel is go-getter.

"Muriel is one of my unsung heroes – a wonderful lady," says Debby. "She is always willing to go the extra mile for any of the residents that are in need."

*Lynne Koziey
Communications Coordinator*



IN LOVING MEMORY

Precious watercolour gifted to C3

In recognition of the love and support that the Comprehensive Community Care (C3) program provided the late **George Diaconescu** and his family, the Diaconescu family gifted C3 with a beautiful watercolour painting of George's favourite flowers.

George's wife, **Cornelia Diaconescu**, is an acclaimed artist. The painting she gave C3 speaks of hope, courage and the inspiration to open our hearts to the miracles of life.

*Vicki Davis
Recreation Therapist
Comprehensive Community Care*

Pictured here are (standing left) Camelia Diaconescu, (sitting) Cornelia Diaconescu and (standing right) Cally Pituc, Continuing Care Assistant.

CAREWEST DR. VERNON FANNING

Residents' council says thanks to staff



October 26th was declared the first-ever "Fanning Staff Appreciation Day" by Carewest Dr. Vernon Fanning's Residents' Council.

Fanning residents surprised staff with a carnation and a thank you card. It was a gesture of gratitude to all Fanning staff for their compassionate caring, kindness, and help to residents and clients.

Staff were indeed surprised and were so grateful of the recognition afforded them from those they care for.

*Helen Retardo
Receptionist
Carewest Dr. Vernon Fanning*

Linda Lemke (centre), President of the Fanning Residents' Council, holds the thank you card presented to staff while Joanne Vetter (left), Secretary, looks on. Staff pictured here are (left to right) Sharon Wunch, Pam Graf, Janice Woodhouse and Reverend Arnie Chamberlain.

Food Services gears up for new renal clients at Fanning

Research indicates that up to 50 per cent of hemodialysis clients are malnourished

Nutrition plays a very important roll in the health and symptom control of anyone in renal failure.

In order to accommodate the broad spectrum of nutritional needs for renal patients, the Clinical Dietitians and Food Service Team have developed guidelines for renal care and modified the menu in preparation for the new Chronic Complex Care unit on 3 west Carewest Dr. Vernon Fanning.

Nutritional needs depend upon the client's stage of renal insufficiency, what type of dialysis treatment they have been prescribed and individual lab value results.

Research indicates that up to 50 per cent of hemodialysis clients are malnourished and interventions to correct malnutrition and poor appetite may include diet liberalization. The overall the goal is to control the intake of sodium, potassium and phosphorus but allow for the greatest variety possible. Consideration for fluids, protein, calories and calcium are also important.

Although therapeutic diets for long-stay residents may help to improve medical outcome and symptom control, strict adherence to therapeutic

diets can have a negative effect on quality of life. Too much restriction on the variety of foods served can lead to decreased appetite and noncompliance. According to research, a less restrictive renal menu will serve the nutritional needs of most of our clients but at the same time decrease diet monotony, which can often lead to anorexia, protein malnutrition and energy malnutrition. Additional restrictions can be made by further modifying the individual diet, as needed, by the dietitian.

We hope all our hard work has resulted in a menu that strikes a good balance between variety, flavor and appearance of foods and good therapeutic control.

Carewest Clinical Dietitians

Some of the changes that will be implemented to accommodate the complex nutritional needs include:

- Consideration to the type of sandwiches, cereals, fruits and vegetables that are provided to the unit.
- Mrs. Dash will be offered instead of salt at meals.
- Only white bread or light rye will be used for toast and sandwiches.
- Milk will be served at breakfast. Otherwise, non-enriched Rice Dream will be used.

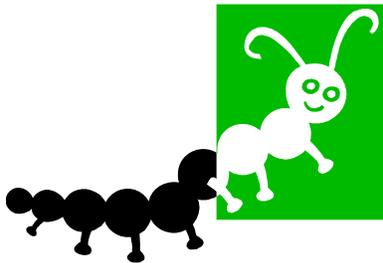
WWW.FEATURESOURCE.COM

Survey Says: In-Laws Give the Worst Holiday Gifts

They already have a bad rep, and now it has gotten worse! According to a recent survey by an American retailer, in-laws rank as the number one bad-gift givers, knocking last year's top offender, aunts, to number two. When it comes to giving the best gifts, for the second year in a row, moms know best.

Participants were asked about the gift they would dread receiving. Thirty-two per cent of respondents said the good ol' holiday stand-by, fruitcake, followed closely by cheap cologne/perfume (30 per cent) and homemade clothing (27 per cent). What did participants want? Thirty per cent said DVDs, 24 per cent wanted gift cards and 20 per cent said video games top their list.

The Revenge of the Microbes



Tony was a research doctor.
Tony's goal was to defeat
Lots of tiny little microbes
And the toxins they excrete.

Tony worked and read and studied.
Never did he deviate
From his war against the microbes
And the toxins they create.

Tony swore he'd win the battle,
Vanquishing the microbe hordes,
Thus achieving fame and fortune
And receiving big awards.

Staph and Streptococci shuddered,
Whooping Cough and Tetanus, too,
Were convinced their toxic powers
Pretty soon would all be through.

Then some Yeast came to the rescue:
"Don't despair and do not fret!
I produce a nasty substance
That will slow him down, I bet!"

Not too many hours later,
Tony stopped a protocol.
Just to drink a microbe product
That we know as ethanol.

Now he's tipsy as a turnip,
And his grand career is through.
Tony underestimated
What those tiny bugs can do.

Never, never be like Tony.
Danger lies in being smug.
It's too easy to be conquered
By a microscopic bug.

*From "Pestilent Poetry"
by Author Karen Lewis, MD
Submitted by your Carewest
Infection Prevention and Control Team*

JUST IN TIME FOR THE HOLIDAY SEASON

Ways to reduce stress

- ❖ Get up 15 minutes earlier in the morning. The morning will be more pleasant and less stressful.
- ❖ Prepare for the morning the evening before. Set out your clothes (and your children's) and make lunches and snacks ahead of time.
- ❖ Ask questions to get more details. Taking a few moments now may save you a lot of time later.
- ❖ Write your thoughts and feelings down on paper. It helps to clarify the issues and put them into perspective.
- ❖ Do something you enjoy every single day.
- ❖ Schedule a realistic day. Only say "yes" to the things that are realistic to accomplish.
- ❖ Get the unpleasant tasks done first so you can enjoy the rest of your day.
- ❖ Talk out your problems with a friend.
- ❖ Be flexible. Sometimes "good enough" is good enough.
- ❖ Allow time each day for some personal privacy and quiet time.



*Source: Calgary Health Region and
Alberta Lung Association Sleep Centre
Submitted by Employee Health and Safety*

It's not
to



to late

vaccinate

Influenza immunization is still going on at Carewest and is available from Employee Health and Safety Please call 260-5454 to find out when/where you can get your immunization.

Employee Health and Safety

Did you know?



DID YOU KNOW... that Carewest is working towards accreditation?

Accreditation is a voluntary process that happens every three years and measures how well health care providers meet national standards.

Carewest was awarded accreditation in 2003, and the accreditation status lasts for three years. Carewest will be visited by a national accreditation body between September 5th and 8th, 2006. The work that goes towards accreditation is an ongoing effort but we pay special attention to it as we prepare for the survey.

There will be a team of staff from each of the portfolios, and one each for Leadership, Information Management, Human Resources and Physical Environment.

Did You Know? is a new addition to Carewrite. If you have any intersecting facts about Carewest, we'd love to hear them. Please email Lynne.Koziey@calgaryhealthregion.ca or send an inter-office mail to Lynne at the Administrative Building.

Each program / service area will complete a self-assessment. This material will be completed by April 2006 and forwarded to the accreditation survey team before they arrive in September. The survey team will tour each site, review documents and interview each team. In addition, the team will hold focus groups with staff, clients and community partners.

While the survey only happens once every three years, it's important that we continue the work every year.

Accreditation standards are often a chance to showcase the great work that staff and management are doing to make Carewest a strong health care organization. We also use it as a guideline for areas where we can create opportunities to make further improvements to our quality of service.



DR. VERNON FANNING Terry's Troop runs for the cure

On October 2nd, a group of staff from Carewest Dr. Vernon Fanning joined the CIBC Run for the Cure in support of our colleagues **Terry Ford**, **Annette Peal**, and **Phyllis Wollbaum** –all breast cancer survivors.

“Terry’s Troop” – a team of 20 runners and walkers – enjoyed the sunshine and the massive demonstration of support by many volunteers, the community, the run organizers and participants. Thanks to **Kelly Graham** for initiating and organizing this activity and to **Pat**

Almond for being team captain. Despite having over 10, 000 participants, the team was able to find each other for the group photo at the end (except one!). It was amazing to gather so many people who did not directly know one another, but who were connected by knowing Terry and wanted to support a worthy cause. Several team members went to Terry’s house for a fabulous lunch afterwards as well as some enjoyable conversation. Thanks Terry!

Let’s do it again next year with even more people.

Patty Rhodes Brink, Recreation Therapist, Carewest Dr. Vernon Fanning

IN REMEMBRANCE

Exceptional volunteer was dear to Carewest

Pat O'Connell, volunteer at Carewest Royal Park, passed away on November 6th from cancer.

It's hard to find the words to describe what Pat meant to us at Royal Park. To say that she was an integral or pivotal part of the team, a marquis volunteer, just doesn't encompass all she did for us and the residents.

Pat, along with her husband **Warren**, started volunteering in 1999 when their daughter **Cheryl Dobbs** transferred to the Activity Convenor position at Royal Park and told them how much we needed their help. (Cheryl has since moved with her family to Innisfail.)

And need them we did. Pat took on the gift shop and for the past six years she has ordered stock, kept the shelves filled, arranged the volunteer schedule, put countless miles on her car making sure everything that the residents needed was in the store. She was forever going to Superstore (because that's where the best prices were) to pick up milk and cream, batteries or razor blades and any other little thing any of the Carewest or Chartwell residents needed.

Pat was also a member of the Volunteer Committee, she helped with the annual bazaars at Royal Park and Sarcee, the car boot sale and any other events that we could plan to enhance quality of life for the clients.

We will miss Pat at Royal Park and would like to express our sincere condolences to her family during their time of grief.



Pat O'Connell was the coordinator of Picadilly's gift shop.

*On behalf of all the staff and volunteers at Royal Park and Sarcee
Gail Benjamin
Coordinator, Volunteers and Pastoral Care*



ANNOUNCEMENT **It's a boy!**

Congratulations to Education Services Secretary **Jen Schultz** who gave birth to a bouncing baby boy on October 30th. **Logan Christopher Henry** was 10 lbs, two ounces and 21 inches long on the date of his long-awaited arrival.

Photo: Jen's husband Tim Henry shows off baby Logan at the hospital.

*Jean Stern
Offices Services Assistant
Carewest Administration*

Providing quality of life at end of life

In the absence of an individual's capacity to make and express a choice about personal or health-related matters, you may be required to make decisions that can impact the quality of life and death for someone else. This is particularly true if the person has dementia. The Alzheimer Society of Calgary has identified five ways you can assist in providing quality of life at end of life.

Value the individual

It is important to share the dying person's life story with other caregivers, particularly as may relate to fears and preferences: lights on, music off, many visitors, no visitors, blankets tight or loose.

Make the decision they would

"Extraordinary Care" attempts to prolong life using all available treatments, such as CPR, tube feeding, kidney dialysis, etc. "Conservative Care" maintains current health, such as providing insulin for diabetes. "Comfort Care" or "Palliative Care" aims to give comfort and relieve pain rather than treat illness or prolong life.

Do not expect reprieve

Families should know that providing food and water through a feeding tube or IV does not necessarily prolong life or ease suffering. As body systems shut down, a person may not be physically able to handle having fluids delivered in this way.

Take care of yourself

When family members can find ways to stay healthy and socially engaged, and see hope in their own lives, they can provide better care for someone else and will be better able to adjust to the loss after the person has died.

Grieve without a timetable

The death of a person is a significant loss, and often signals a major lifestyle change. Feelings of grief may occur both sooner *and* later.

Ultimately, one of the best things we can do for each other is write down our wishes for end of life care, and share it with all our family members while we can.

To register for the *Quality of Life at End of Life* workshop on November 25th or access other family care support services offered by the Alzheimer Society of Calgary, visit www.AlzheimerCalgary.com.

Karen Ritchie
Alzheimer Society of Calgary

WWW.REALAGE.COM

Don't count on cutting back

If you overeat during the holidays intending to make up for it by cutting back later, your weight may suffer.

In a study, participants who consumed 35 percent more calories than their usual caloric intake gained an average of about five pounds over 13 days. When the period of overfeeding stopped, most participants didn't immediately cut back. Eventually, they returned only to their usual caloric intake levels instead of cutting back to an extra lean diet to make up for the two weeks of heavy eating. The study participants eventually lost about three of the pounds they had gained from overeating, but this was mostly due to the higher energy requirements of their heavier physiques.



CALGARY HEALTH TRUST

Grateful families give back to Carewest



Elizabeth Wolff and son Gord Gilles enjoy the view from a bench dedicated to Olaf Wolff.

Olaf Wolff was a resident of Carewest Signal Pointe and was cared for by the staff until he passed away in November of 2003. As is often the case, family members of Carewest residents reserve a special place in their hearts for the thousands of dedicated, compassionate healthcare professionals that deliver world-class service and care to their loved ones everyday.

These families often want to give back to Carewest in a way that is meaningful to them to recognize the efforts and skills of the caregivers and the facilities. Sometimes the gift provided to Carewest pays tribute to their loved one while at the same time provides a valuable function to Carewest and the other residents.

A moving example of this took place on October 5th, when **Elizabeth Wolff**, accompanied by her son **Gord Gillies**, dedicated a garden bench in honour of her husband Olaf Wolff.

When asked why the family wanted to make the donation of funds for the purchase of the bench and the subsequent bench dedication, Elizabeth said, "We wanted a lasting, physical tribute to commemorate both Olaf and the great care provided by the staff. Signal Pointe is a special place."

It is comforting to know there will be a countless number of Signal Pointe residents and family members in the years ahead who will enjoy this beautiful bench. It is truly a special and fitting tribute.

For more information on the Grateful Families and Residents Program at Carewest, please call **Barry Knapp**, at (403) 267-2996.



ARAMARK Housekeeping Corner



Easy way to clean a scorched pan

CLEANING TIP

The holiday season is here and with it comes plenty of entertaining and cooking.

If we don't pay close attention while we are preparing meals, we could end up scorching one of our favourite cooking pans. Here is a quick way to clean a scorches pan.

Simply fill the pan with warm water and add several tablespoons of baking soda. Then boil the mixture until the scorched parts loosen and float to the surface. Let the pan cool and clean it like usual.

**By Peter Pawluk, Operations Manager for
ARAMARK, Carewest Housekeeping**

COMPREHENSIVE COMMUNITY CARE
Letter Published in *Canadian Nurse*

Comprehensive Community Care (C3) Client Service Leader Jennie Hollings wrote a letter to the editor in response to an article on gerontology published in the June edition of *Canadian Nurse*. Following is her letter, which was published in the October edition:

I would like to share our community model of gerontological care, called Comprehensive Community Care for the Frail Elderly (C3). This integrated care delivery system has been designed to meet the complex needs of the frail elderly, with a community focus. This model of care first appeared in the United States (PACE) and is currently also available in Edmonton (CHOICE) and in Quebec (SIPA).

C3 supports a group of 90 seniors who have complex medical needs and require a great deal of support to remain living at home. Medical monitoring, home care and day centre services are provided by a team of physicians and nurses (three of whom have their Gerontological Nurse Certification) a rehab team, a social worker, a pharmacist, a dietitian and community care assistants, 24 hours a day, seven days a week.

We have reduced acute care stays by approximately 30 per cent, based on use one year prior to admission and an average of 27 months post admission to the program. This reduction helps to ensure our clients may not need to suffer the many losses associated with acute care admissions, and the resulting spiraling effects. When an acute care admission is necessary, opportunities are taken to discharge clients sooner to our six short-term treatment beds. This also helps to ensure clients can aim to achieve functions they had previous to acute illness. We have also been able to delay admissions to long-term care. The average length of stay in our program is 1.9 years, with the range being from one year to 3.4 years.

The lives of our clients are enriched by being able to stay at home longer, and families are supported by the comprehensive coordination of care that the C3 program provides.

*Jennie Hollings
Client Service Leader, C3
As published in Canadian Nurse*

Carewrite schedule

December

Submission deadline: December 7th

Publishing date: December 15th



January

Submission deadline: January 11th

Publishing date: January 19th